From: Crystal James

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Subject: Disconnect Letter miscellaneous

Date: Tuesday, February 13, 2018 2:15:37 PM

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Good afternoon.

We are currently in the middle of an automated meter reading project here at Grant PUD; replacing all the meters in the County. We have CCB v2.4 but do not have an MDM. Some of the automated meters/Service Points will allow us to disconnect from the office and some will still require us to roll a truck. We are curious if there are utilities that have a mix of meters like this as well and how you handle the Collection/Severance Processes in relation to:

1. Disconnect Letter; do you specify the actual disconnect date in the letters for SPs that have the automated meter? If so, did this require a customized algorithm to extract that information from your Collection or Severance Process?
2. Does your system create a different FA for the automated meters vs the roll a truck meters? If so, how did you accomplish this?

Any insight would be appreciated as we are looking forward to streamlining our Disconnect process with the automated meters.

Thank you

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